Gmail

Urgent Request for Digital Security Assistance – Suspected Surveillance

5 messages

Marco <mmunguia202501@gmail.com> Mon, May 5, 2025 at 20:55
To: help@accessnow.org <help@accessnow.org>

Dear Access Now Digital Security Helpline Team,
I am writing to request urgent technical assistance from your Digital Security Helpline due to credible suspicions that my mobile device may be compromised and subject to unauthorized surveillance. My name is Marco Antonio Munguía Ibarra, a Nicaraguan national and de facto stateless person since 2021, currently residing in Buenos Aires, Argentina. I am a human rights complainant before the Inter-American Commission on Human Rights (IACHR), documenting a pattern of transnational persecution, including labor exclusion, passive harassment, and suspected illegal surveillance across multiple countries (Nicaragua, Uruguay, Chile, Brazil, and Argentina).
Context of My Situation
Since 2021, I have faced systematic persecution stemming from my role as a whistleblower in labor disputes involving state-linked actors in Nicaragua. This has forced my displacement across several countries, where I have encountered repeated incidents of labor exclusion, hostile treatment, and surveillance. Notably, in Uruguay (2022), I discovered hidden monitoring devices in a rented accommodation. More recently, on May 4, 2025, I submitted a confidential addendum to the IACHR from my personal mobile phone, which no one else has access to. Within hours, on May 5, 2025, I experienced a coordinated act of exclusion at the humanitarian shelter where I reside, suggesting that my communications may have been intercepted or my activities monitored.
Given this pattern and the sensitivity of my communications with the IACHR, I am deeply concerned that my mobile device may be infected with malware, spyware, or other surveillance tools. This poses a significant risk to my safety, privacy, and ongoing human rights case.
Specific Request
I urgently request your assistance to:
Conduct a remote security audit of my mobile phone to identify any malware, spyware, or unauthorized access.
Provide recommendations to secure my device and communications, particularly for interactions with the IACHR and other sensitive activities.
Advise on safe practices for using my current device or transitioning to a more secure alternative, given my limited resources.
Additional Information
Device: Samsung Galaxy A04 Android, and model SM-A045M/DS
Network: I primarily use mobile data and wifi.
Symptoms: I have not noticed obvious signs like battery drain or app crashes, but the timing of incidents following my communications raises strong suspicions of surveillance.
Availability: I am available for remote support and can communicate via secure channels like Signal or email.
I would greatly appreciate your guidance on how to proceed and any immediate steps I can take to protect my device. Due to the ongoing risk of reprisals, I kindly request that this communication be treated with the utmost confidentiality.
Thank you for your critical support to human rights defenders and individuals at risk. I look forward to your response and am ready to provide additional details as needed.

Sincerely,
Marco Antonio Munguía Ibarra
Phone number +541132867848

I am attaching the technical information about my mobile:

Buenos Aires, Argentina

Helpline Team via RT <help@accessnow.org> Mon, May 5, 2025 at 21:01
Reply-to: help@accessnow.org
Cc: mmunguia202501@gmail.com

Dear Marco,

Thank you for contacting the Access Now Digital Security Helpline (https://www.accessnow.org/help). I'm part of the Helpline Team and I am here to help you.

Information about Safer Communications

We understand that our communications may be sensitive, so we encourage you to establish an end-to-end encrypted channel of communications. If you already use PGP for encrypted email, please send us your public key. You can find ours at https://keys.accessnow.org/help.asc. Otherwise please let us know if you use any other end-to-end encrypted communications channel, such as Signal messenger. You can follow this guide to install Signal: https://support.signal.org/hc/en-us/articles/360008216551-Installing-Signal

If you aren't familiar with these tools, we'll be happy to guide you through setting one up so that we can communicate safely.

Information about Vetting

It's important to understand that we vet new potential Helpline beneficiaries. This means we reach out to our trusted contacts and share your name, e-mail address, and organization with them – we do this to confirm that you are who you say you are, that the contact information provided is in fact associated with you, and that you are part of civil society, which includes activists, journalists & bloggers, and human rights defenders.

We do not under any circumstances share why you're contacting us or any information related to your request for support, which will be kept strictly confidential within the Helpline team.

If you have any questions or concerns about the vetting process, or if you need to opt out of this process, you can respond to this email and let us know. Opting out of the vetting process may deprioritize our support for you and reduce the ways we can assist you, but we will still try to help where we can.

Action Requested - Complete our Vetting Survey

To help us support you quickly, please fill out the following survey, where you'll be asked to provide two references who can confirm your contact details and civil society work, as well as some basic information about you and the scope of your work:

https://form.accessnow.org/index.php/1?lang=en/Y?ticket=94159

Your case number: 94159

This form is confidential between us, is hosted on Helpline infrastructure, and is not accessible by other parties.

Take care,

The Helpline Team

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Digital Security Helpline - APAC
Access Now | https://www.accessnow.org/help

PGP Fingerprint: 6CE6 221C 98EC F399 A04C 41B8 C46B ED33 32E8 A2BC

Use of the Helpline is subject to the Access Now Digital Security Helpline Terms of Service: <https://www.accessnow.org/helpline-terms-of-service/>

Marco <mmunguia202501@gmail.com> Mon, May 5, 2025 at 21:11
To: help@accessnow.org

Case Number 94159 – Follow-Up

Dear Helpline Team,

Thank you for your prompt response and for assigning my case (94159). I am working on completing the vetting survey and will submit it soon. Given my concern that my mobile device may be compromised, I would appreciate guidance on safely setting up Signal for secure communication. I am not familiar with PGP but am open to your recommendations for other secure channels.

As a displaced whistleblower with an active case before the IACHR, I have limited institutional contacts, so I may need to discuss the vetting process further. Please let me know how to proceed safely.

Thank you for your support.

Best regards,
Marco Antonio Munguía Ibarra

[Quoted text hidden]

Marco <mmunguia202501@gmail.com> Mon, May 5, 2025 at 21:54
To: help@accessnow.org

Subject: Confirmation of Form Submission – Case 94159

Dear Helpline Team,

Thank you for your response and for assigning my case (94159). I have submitted the verification form, in which I stated that I am a displaced whistleblower with an active case before the Inter-American Commission on Human Rights (IACHR), which involves the murder of three individuals in Nicaragua, and that I am fighting for justice for their families. I provided my website (https://marcomunguiaibarra.weebly.com/), which is not updated due to technical limitations, and my social media accounts, where I regularly post about this cause, to support my work. I included two references but explained that my institutional isolation limits my contacts within civil society.

I request guidance on how to securely set up Signal, given that my mobile device may be compromised. I look forward to your instructions.

Best regards,
Marco Antonio Munguía Ibarra

[Quoted text hidden]

Marco <mmunguia202501@gmail.com> Mon, May 12, 2025 at 15:57
To: help@accessnow.org

Subject: Urgent Follow-Up on Case #94159 – SSL Certificate Warning and Secure Communication Request

Dear Helpline Team,

I hope this message finds you well.

I am following up on my case (#94159), as I have not yet received a response to my previous messages. I remain in urgent need of support regarding secure communications and device safety.

Recently, while attempting to use an app

on my mobile device, I received a warning indicating that "the server responded with the wrong SSL certificate, which could mean someone is tampering with your device or network." This message has increased my concerns that my communications may be monitored or intercepted. The appearance of such a warning, alongside previous signs of device compromise, makes it imperative that I receive guidance on setting up Signal or other secure channels under potentially unsafe conditions.

As a displaced whistleblower with a pending case before the Inter-American Commission on Human Rights (IACHR), involving the killing of three individuals in Nicaragua, I am working under significant digital and physical risk. My ability to securely communicate is essential. I also understand that my lack of institutional contacts may affect the vetting process, and I am willing to discuss any further steps required for verification.

Thank you for your continued support. I kindly request an update on the status of my case and guidance on how to proceed safely.

Sincerely,
Marco Antonio Munguía Ibarra
PGP Fingerprint: 6CE6 221C 98EC F399 A04C 41B8 C46B ED33 32E8 A2BC

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